INFORMATION BULLETIN

WORKFORCE INVESTMENT ACT

Number: WIAB01-21

TO: WORKFORCE DEVELOPMENT COMMUNITY

SUBJECT: MIS QUARTERLY MEETING MINUTES—MAY 22–23, 2001

The purpose of this information bulletin is to distribute the minutes and revised agenda from the Management Information System (MIS) User Group meeting held at the West Coast Hotel in Anaheim on Tuesday and Wednesday, May 22–23, 2001.   Please ensure that the minutes are provided to the appropriate staff.

If you have any questions regarding the minutes, please contact Annette Wolfgang, Manager, Job Training Automation (JTA) Customer Support Unit, at (916) 654-9600.

/S/ BILL BURKE
     Chief

Attachment

MANAGEMENT INFORMATION SYSTEM (MIS)
USER GROUP MEETING

West Coast Anaheim Hotel
1855 South Harbor Boulevard
Anaheim, California
May 22-23, 2001

Agenda

Monday, May 21, 2001

5:00 p.m.—6:00 p.m.	Pre-Registration	Debara Johnson, Workforce Investment Division (WID) Cheron Dudley, WID
8:00 a.m.—9:00 a.m.	Registration	Bethanie Hobart, WID Patrick Cahill, WID

Tuesday, May 22, 2001

9:00 a.m.—9:15 a.m.	Opening Remarks - Welcome - Introductions - General Information	Annette Wolfgang, WID
9:15 a.m.—9:45 a.m.	JTA Update - Major Accomplishments - Upcoming Changes	Karen Willstatter, Information Systems Division (ISD)
9:45 a.m.—10:15 a.m.	Base Wage and Supplemental Data - Overview of Workforce Investment Act Participant Reporting Handbook - Technical Information	Cindy Hobart, WID Mike Ogden, WID
10:15 a.m.—10:45 a.m.	WIA and WtW Financial Update - Closeout of JTPA - Incentive Funds - Salt Funds	Dave Rexius, WID

11:00 a.m.—11:30 a.m.	WIA Client Forms - Frequently Asked Questions • Follow Up • Dates • Client Records • Audience Questions	Cindy Hobart, WID Annette Wolfgang, WID
11:30 a.m.—12:00 p.m.	WtW Participant Reporting • Amendments • General Update	Cheron Dudley, WID
12:00 p.m.—1:15 p.m.	Lunch on your own	
1:15 p.m.—1:45 p.m.	What is an FSR? • EDD Definition • Explanation of Process	Mary Lou Barber, Technology Policy and Planning Division, (TPPD) Sandy Murray, TPPD
1:45 p.m.—2:15 p.m.	JTA Help Desk Process – Making It Work For You • Demonstration	Cheron Dudley, WID Patrick Cahill, WID Bethanie Hobart, WID Debara Johnson, WID Mike Ogden, WID
2:15 p.m.—2:30 p.m.	Break	
2:30 p.m.—3:30 p.m.	Open Forum	Annette Wolfgang, WID
3:30 p.m.—4:30 p.m.	Standalone/Timeshare Breakout Sessions	Karen Willstatter, ISD Annette Wolfgang, WID

Wednesday, May 23, 2001

8:00 a.m.—8:30 a.m.	Registration (for first time registration)	Bethanie Hobart, WID Patrick Cahill, WID
8:30 a.m.—12:00 p.m.	New MIS Administrator Overview • Overview of JTA screens • Programs available • Open forum	Debara Johnson, WID
8:30 a.m.—12:00 p.m.	SQL Workshop • Multiple table queries • Criteria statements • Error message	Mike Ogden, WID Patrick Cahill, WID

8:30 a.m.—10:30 a.m.	Financial Reporting - WtW and WIA	Dave Rexius, WID
	• Reporting requirements	Martha Overman, WID
	• WtW requirements	Tristyn Schmidt, WID
	• Cash draws	
	• JTA reporting screens	
	• WtW closeouts	
	• WIA closeouts	

| 12:00 p.m.—1:00 p.m. | Lunch on your own | |

1:00 p.m.—3:00 p.m	Financial Reporting - WtW and WIA	Dave Rexius, WID
	• Reporting requirements	Martha Overman, WID
	• WtW requirements	Tristyn Schmidt, WID
	• Cash draws	
	• JTA reporting screens	
	• WtW closeouts	
	• WIA closeouts	

1:00 p.m.— 3:00 p.m.	WIA Participant Reporting	Mike Ogden, WID
	• Reporting screens	Patrick Cahill, WID
	• Running PWIS local performance reports	
	• Client tracking reports	
	• Quarterly/monthly participant reports	

May 22, 2001

Opening Remarks - Annette Wolfgang, Workforce Investment Division (WID)

- Welcoming remarks

JTA Update - Karen Willstatter, Information Systems Division (ISD)

- State release for Workforce Investment Act (WIA) Phase IIB completed which included Extracting, Loading, and Printing WIA Base Wage information, Printing WIA Cumulative Expenditure Reports, Entering WIA Performance Standards, Entering WIA Performance Adjustments, Extracting and Calculating WIA Performance Data, Printing WIA Performance Detail, and Printing WIA Performance Outcomes.

- Local release for WIA Phase II & III completed Participant Reporting which included Printing WIA Base Wage information, Entering Supplemental Data for Job Training Partnership (JTPA) clients, Entering Employer Customer Satisfaction Data, Printing Registration, Enrollment, Goal, Exit, and Follow-up Forms, Printing WIA Reg Listing, Printing WIA Status Roster, Loading Follow-up Data, and enhancements to the Extract/Load IPD process that greatly reduced processing time.

- Joint Application Development (JAD) sessions complete to document State performance calculations and reporting, and WtW participant and expenditure reporting amendments.

- A single "synonym" database implemented for storing the Eligible Trainer Provider Listing (ETPL) data (instead of storing copies on each local timeshare database), saving disk space, and providing current information on a daily basis without the timeshares having to running Load ETPL (LETP) to load the ETPL information.

Upcoming Changes

- Programming for Welfare-to-Work (WtW) Participant and Expenditure Reporting Amendments, and Local WIA Performance.
- JAD sessions, requirements documentation, system specifications, and programming for Quarterly Reports and Customer Satisfaction.
- Upgrade of AIX and Informix is postponed.
- Evaluation and installation of replacement product for SQL assist is postponed.

Q. What replacement products are being considered for SQL Assist?
A. Access and Crystal Reports are considerations; however, a survey was sent out in WIAB00-90 to gather user suggestions and they are being reviewed at this time.

Q. How long will the JTPA tables and modules remain available in the system?
A. There is no plan to retire that information from the system.

WIA Base Wage and Supplemental Data – Cindy Hobart, WID and Mike Ogden WID

- Reviewed the new Workforce Investment Act Participant Reporting Handbook, the Extract WIA Data (XWID) process, and the Print WIA Base Wage Information (PWIB) process

- Outlined specifications of the PWIB and Enter JTPA Supplemental Data (EJSD) screens

- Clarified the difference between exiters "Found" and "Not Found" in Base Wage.

- Covered purpose and scope of supplemental employment information, and gave samples of the EJSD screen.

Q. What is the logic for storing information in the Base Wage under the 9-digit social security number, when it is stored under the 11-digit number on the local side?
A This was designed to make the retrieval process compatible with the LMID wage data. The SSN's are stored with 11-digits only within the JTA system.

Q. Why collect wage information on 1099's if this information is not used in earnings measurement?
A. The information is used for entered employment, credential information, and retention measurements. Locals would lose out on these measurement factors if not documented on the 1099's.

Q. Are locals required to collect wage information for the entire period?
A. Locals have to verify employment, exact earnings are not important. However, in the process of verifying employment on the 1099's, locals should also get exact earning.

Q. Is it too late to go back and capture data using EJSD screen for exiters between January through March 1999?
A. Locals have 30 days from the time information bulletin (WIAB00-89) was sent out to get information into the system. As long as data is entered before the next IPD (June 20th), it should be ok. The system won't prevent data entry beyond this, but agencies will only get credit during the 30-day window.

Q. If a check stub is used in the first quarter to verify employment, is another one needed third quarter as well? Should locals use W2's, even if there is no data showing for the period? Are case notes good enough to follow up once a check stub is provided for the first period?
A. Those are actually two different collection processes. It is best to get a W2 for both periods, even if it shows no wage data.

WIA and WtW Financial Update – Dave Rexius, WID

- Discussed the closeout of the JTPA system and thanked everyone for their help in that process. The financial records were balanced to within 68 cents. Also, locals

should spend Program Year (PY) 98 JTPA rollover funds or they will lose them (see WIAB00-87). The WIA program allocations for the PY 01–02 year went out on the Web and disaggregated information should be out in the next few weeks.

- Rapid response and SALT fund money were handed out late. Funding was extended until June 30th of 2002 and does not have to be closed out at this time. Next year the federal government is looking to put Rapid Response back into one grant code, instead of the two used this year.

- Locals should ensure that when they submit expenditure reports, they submit everything. The Department Of Labor scrutinizes this information so it is important that we have the most current information,

- Please report accordingly. There are some changes in the data required in the expenditure reports. But those changes will not take affect until the first quarter of next year.

Q. Will incentive funds issued under WIA have an administration allocation cap?
A. WIA incentive funds should follow suit with other funding rules.

Q. Is there any validity to the rumor of an 80 percent expenditure table waiver?
A. This is undecided at this time so it would be prudent to take the most conservative approach.

Q. Will locals receive guidance on reporting categories and requirements?
A. Yes, a bulletin will be published outlining the categories and reporting requirements?

WIA Client Forms – Frequently Asked Questions—Annette Wolfgang, WID and Cindy Hobart, WID

- Introduced the new *WIA Client Forms User Handbook* which combines the client forms handbook and the *JTA User Guide*.

- Debor Untal, WID, gave his contact information for people who have ETPL questions. Email – Duntal@edd.ca.gov, Work Phone 916-654-8295.

- Cindy and Annette covered these Frequently Asked Questions:

1. What is the difference between follow-up activities, post exit services, and the follow-up contact information form?
A. Follow-up activities for adult and dislocated workers occur after employment, prior to exit, and are recorded on the enrollment/registration form (activity code 10). Post exit services for youth occur after employment, after exit, and are recorded on the exit form. Follow-up contact information form is used to collect information regarding employment status, degree/certificates earned, supplemental data, and employer contact information.

2. What is the difference between the Follow-up Date and the Interview Date on the EWIF Form?
A. The follow-up date is a display only and is calculated by the exit date. The interview date must be greater than or equal to this date.

3. **Why are records "locked" after I send the monthly Extract of WIA Individual Participant Data (XWID)?**
A. To ensure the integrity of the data used for performance measurements.

4. **What is the process to change client records after I have already run my monthly XWID?**
A. Complete the "Request for Correction of Previously Submitted Data" form (WIAB00-96) and fax/mail the request to the Performance Management Unit (PMU). The Help Desk will contact you if it is approved and the PMU will contact you if the request is not approved.

5. **How can I find the most current OES, DOT, O*NET, SOC, SIC, or NAICS codes?**
A. Either SQL or SQL assist can be used to generate a current list on the JTA system. Also, you can access the following Web sites to search for a job code:

- DOT: www.oalj.dol.gov/libdot.htm,

- OES: www.calmis.ca.gov/FILE/OCCPROJ/OccListAlpha.htm,

- O*NET: http://online.onetcenter.org/main.html,

- NAICS: www.census.gov/epcd/www/naics.html,

- SIC: www.osha.gov/oshstats/sicser.html,

- SOC: http://stats.bls.gov/soc/soc_home.htm

6. **What grant groups do I use? Which of them do not have the Core, Intensive and Training pattern requirement?**
A. The following chart depicts where that training pattern is required:

SDA Grant Group	Fund Stream	Required Core, Intensive, Training Pattern	WIA Eligibility Code
50	I WIA Youth	No	FGIJ
51	I WIA Adult	Yes	AB
52	I WIA Dislocated Worker	Yes	D
54	I WIA Rapid Response – 25%	No	D
57	I WIA Governor's Reserve – Dislocated Worker Special Project (15%)	No	D
59	I WIA Governor's Reserve – Adult Special Project (15%)	No	AB
60	I WIA Governor's Reserve – Youth Special Project (15%)	No	FGIJ
62	I WIA Governor's Reserve – Pilot Special Project (15%)	No	N/A
67	I WIA National Reserve – Emergency (NEG)	No	D
37	WIA Veterans - VWIP	No	H

7. **When will the WIA clients forms be available in the warehouse?**
A. Because current WIA forms are interim, the warehouse will not keep them in stock.

8. What is the difference between a subgrantee code and an agency code?
A. Subgrantee codes are three-letter codes issued by the State to identify a subgrantee for contracts and reporting. Agency codes are locally defined four character codes, set up by each subgrantee to assist in tracking of client services.

End FAQs

Q. How should locals document youth that complete initial readiness and are waiting for a training start date?
A. If it is less that 90 days, no documentation is needed; however, if the break in services exceeds 90 days, use activity code 83 (planned break in services). Also, if case management is provided during this time use service code 74.

Q. Is Post Exit services data on the Exit Form required for youth only?
A. Yes, but locals may use the youth codes to track adult and dislocated workers in this section.

Q. Is it optional to do Post Exit services for adults?
A. For Youth clients **post exit services** are required for 12 months after exit. For Adult clients **follow-up service**s are required for the first 12 months after they enter unsubsidized employment. Since adults can be employed before or after exit, youth codes may be used to track follow-up information on the exit form.

Q. When locals record follow-up information for adults on the Exit Form in the Post Services section, do we use code 05 or 10?
A. On the exit form, use the service code 05 for both youth and adults to track follow-up services.

Q. Are locals required to track adult follow-up services on the exit form or are case notes sufficient?
A. Case notes are fine, but these need to be made available if there is an audit or a monitoring situation. The exit form just allows locals a uniform way to document this data.

Q. Currently locals are given one month after closeout before the data is locked out, can this timeline be extended to two-months?
A. Lengthening the time-line may make reporting a little more difficult but we will look at extending the timeline.

Q. How can locals add new job codes to the look-up tables?
A. If you find a valid job code, add it to your database first and then let the Helpdesk know about the new code. New codes must be validated before they are added to the stateside tables.

Q. Is there a way to provide client youth case management the whole time of enrollment and use activity code 74 (Other Youth Services)?
A. Yes, but document this in case notes.

Q. This question is about summer youth, we have year round schools giving summer youth programs, how should locals document this when youth clients are in other activities during the year.

A. Summer youth does not exist anymore. However, there is summer youth activity and that is the code that you are going to use if the activity occurs in the summer. During the rest of the year use the appropriate service code for that activity.

Q. Is it a good idea to use exit code 06 and 16 for youth returning to school and is this a negative performance measurement when both are used?

A. No, it is not a negative measurement and the report to DOL will show that services were completed.

Q. For younger youth with exit code 16, there really isn't any information to report. Since it may be more than a year before they graduate, is it necessary to even fill out these forms?

A. Technically it is required for all clients. DOL does not exclude younger youth from follow-up information.

Q. Is there a documentation requirement for clients that enter military service or an apprenticeship program?

A. Not at this time but DOL is trying to come up with something similar to JTPA.

Q. Is the employer address information needed on Follow-up forms?

A. Yes, because this data is used in two customer satisfaction measurements, employer contact is one of them, and sometimes the follow-up form is used for contact information.

Q. If a client changes employers do you keep the same date employed?

A. Use the most recent employer information as the date employed.

Q. Can a client be open in training and case management at the same time?

A. Yes, quite a few locals keep the case management open the whole time of services.

Q. Is the same certificate completion noted on both the exit and follow-up forms?

A. Only document once for each unique certificate/degree attained.

Q. Does the state have a mandatory grade level for reading and math or is that a local call?

A. It is a local call. The State does not have a required grade level for performance.

Q. How do locals deal with a youth who is at a 4th grade reading level and we set a goal at a 9th grade reading level, and he fails?

A. Make the goals more reachable from say 4th to 6th, then 6th to 8th. You want your goals to be realistic so clients don't fail.

Q. What is the description for follow up services for adults?

A. Follow-up services could include, but are not limited to:

- Additional career planning and counseling

- Contact with the participant's employer, including assistance with work-related problems that may arise

- Peer support groups

- Information about additional educational opportunities, and referral to supportive services in the community

Q. Is the exit code 02 (called back/remained with layoff employer) similar to the JTPA, in that it is a neutral measurement?
A. Yes this is neutral data. Clients that exit with code 02 are measured for performance outcomes.

Q. Can the table names for the look up fields be added to the data dictionary?
A. Yes no problem.

Q. Is the JTA Client Forms User Handbook going to be on the web soon?
A. This should be up on the web soon, but it is still in the review process.

WtW Participant Reporting Amendments—Cheron Dudley, WID

- DOL has issued TEGL 11-97 that changes the WtW reporting requirements. These instructions are for the WtW formula grants, and they also affect the competitive grants, so whichever type of WtW grant you have - if the contract is through the state - it will be effected by the reporting changes.

- A few minor changes were made to the forms: block 44 on the Application is now a skip field if the application date is 10/01/2000 or later; the Enrollment Form remains the same, on Monthly Activity form, the total expenditures will become an optional field. We are thinking about making the Monthly Activity form optional for each month (unless there is a change in activity).

- The Print Welfare to Work Participant Report (PWPR) had major reporting changes and it is convenient that we were already collecting the information.

- The biggest change to the PWPR will be counting long term TANF recipients and non-custodial parents separately (required by DOL).

- Under the 30 percent "other eligible" provision, JTA is only going to count a client once, even if there is a "yes" response more than one characteristic such as former foster care, custodial parent below poverty, or TANF recipients with long term unemployment characteristics.

Q. Does the monthly activity report add clients to be on roster/reports?
A. Yes, when the monthly activity form is filled out (with the first day served), clients are added on the monthly reports to the State. If there is a change in activity or agencies, a new activity form is filled out for that month.

Q. If you have a TANF recipient under the 70 percent category that is also a former foster care, and you check that they are eligible for the 70 percent category, where will they show up?
A. They will show up in the 70 percent and not former foster care, which is better for them because they qualify for both 30 percent and 70 percent, but you would want to serve them in the 70 percent.

Q. **If you have a client who transfers from 30 percent to 70 percent, is that 30 percent going to be counted on part 2B?**
A. No, they will be counted, as a case. You will see that the 30 percent as a case terminated and the 70 percent as the current case.

What is a Feasibility Study Report (FSR)? Mary Lou Barber, Technology Policy and Planning Division (TPPD) Sandy Murray, TPPD

- An FSR is an analytical study done to define a problem or an opportunity, to develop an alternative solution and analyze the cost and benefits of those alternatives. A Feasibility Study must be done prior to any encumbrance or expenditures of funds on any information technology project. The study must give enough information to let executive management make a decision on the merits of the selected alternative as a good investment of public funds.

- The purpose of doing the Feasibility Study is to determine if there is a sound business reason for doing the project prior to committing development funds. It is to provide a way to reach agreement between the stakeholders. A lot of the projects have partnerships that are outside of our agency. The study also shows you why it is you need to make a change.

- From the Feasibility comes the Feasibility Report containing eight sections, each having its own purpose. For instance, the business case describes the events that occur up to the actual report. It also gives you a high level summary of what the project must accomplish. Another section is the Cost Analysis; proposed cost compares estimated cost and documents the estimated resources.

- Also there is the Review and Approval process. Once the FSR is complete it is sent out within the Employment Development Department. Other departments may do this differently. The FSR is sent to executive management, sent back to the office and changes may be made. These reports are either approved at the department level or must continue out to a control agency.

- There are three control agencies: the Health and Human Services Agency, the Department of Information Technology and the Department of Finance. If they deny the report, it stops right there however, if the Health and Human Services Agency approves the report they send it to the Department of Information Technology. They are responsible for ensuring that the state is receiving the maximum benefit. If everything goes well and they approve it, they send it to the Department of Finance; they are in control of making sure they are meeting the States business needs.

Q. **Is there anything wrong with the JTA system that would cause them to need a replacement?**
A. The WIA is going to require more information than we get from JTA. It has yet to be determined if the system is going to be changed or if a new one is needed.

JTA Help Desk Process—Making It Work For You - Cheron Dudley, WID, Patrick Cahill, WID, Mike Ogden, WID, Debara Johnson, WID, Bethanie Hobart, WID

- JTA Help Desk demonstration, showing the benefits of a good help desk. Three different scenarios were gone through to show what sometimes happens when callers are not very helpful, when the help desk is not very helpful, and when both parties compliment each other.

Open Forum—Annette Wolfgang, WID

Q. In JTPA there were a number of reports available from the canned reports menu, are these going to be available under JTA?
A. The Status and the Reg Rosters are available now and others are due out soon.

Q. How are in-school/ Out-of-School youth converted?
A. The same way that they are coded in JTA.

Q. When will we get performance re-negotiation information?
A. The information is still going through upper management for approval.

Q. How do locals deal with the XWID selective service error for youth enrolled at age 17 and then turn 18?
A. The EWID (Extract WIA Data) needs to be changed to accommodate this, and in the interim locals should put in a change request for these clients.

Q. How many days or months are used to calculate Follow-up date?
A. In 90-day increments.

Q. When is the quarterly report going to be done?
A. The quarterly report work is in progress at the moment and should be out about two weeks before the due date.

Q. Are the Performance Standards Worksheets ready?
A. No, EDD/WID is testing the calculations and programming pieces. It is going well, however it will take some time before they are ready.

Q. If a Training Vendor is going to open up a new school, do they have to be approved by the new local workforce investment board (LWIB)?
A. Not if the vendor is providing the same training already approved by the State. However, if they want to provide a new service they must go through the approval process with the new LWIB.

Q. Since Dot and O-net codes are going away, is there a way to convert our forms without going through all the forms and making changes? Can a program be run to make this change not automatically?
A. We will ask the programming section, but at this moment there is no crosswalk built for all of them. Some crosswalks are available on the LMID Web site: http://www.calmis.ca.gov/htmlfile/subject/occup.htm.